

## **ABSTRACT OF THE DISCLOSURE**

A system and method for providing an operator with automated calling functions allows the operator to be on the line when a customer call is placed so that a sales call can begin immediately if a customer answers the call. The system and method could be configured so that the operator can place calls automatically by selecting customers from customer call lists. The system and method may also allow the operator to cause a pre-recorded audio message to be played to a first customer, or the first customer's answering machine, while the operator proceeds to a second customer call placed over a second telephone line.